

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted via the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: April 10, 2008/Stacey Bussey/
Stacey Bussey**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of:

Applicant(s): Eric J. Horvitz, *et al.*

Examiner: Thjuan Knowlin Addy

Serial No: 10/610,486

Art Unit: 2614

Filing Date: June 30, 2003

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED SYSTEMS TO
HUMAN OPERATORS BASED ON FORECASTS OF AUTOMATION EFFICACY
AND OPERATOR LOAD

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO OFFICE ACTION DATED JANUARY 14, 2008

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.